

THE IPN DISPATCH

IPN Monthly Dispatcher Update

March 2015

Town Hall Meetings

We want to thank all the dispatchers that took the time to come meet with us last month in Florida. Your Admin Team held meetings in both Orlando and Tampa. We received some great feedback and it was our honor to pass out free t-shirts, gym bags, pens, and notepads. We should have been keeping track of all the different styles of pizza as it feels like we are on a pizza-tour of the USA!

Other meetings around the US are being planned but we will for sure be in Connecticut for the 2015 IFBA Conference August 12-15. Details to follow as we get closer.

Photo Submissions

We love to receive photographs taken by our team members and whenever possible use them in the newsletter or social media. Unfortunately, we have received some recent submissions that we have been unable to use.



Please remember the following when sending in content:

- Submissions must be wholly owned by the submitter. Found or public domain images or footage cannot be submitted under any circumstances. If you do not have complete rights to the submission, you may not submit it.
- Images should be correctly exposed and in-focus. The photo should tell a story. Photos of banged up cars or burned out buildings probably aren't going to be used unless there is something of interest in the frame.
- Do not embed your own watermark, website name, or copyright notice in your images. We will gladly promote your website. Watermarks make it tough to crop the image and it may impact the quality of the photo when it is used.

Abbreviation Change

Please note that the system abbreviation for the Major Accident Category will change from MVA to MAJACC. This is to avoid confusion with the dispatch abbreviation of MVA to mean "Motor Vehicle Accident."

IPN Dispatcher of the Month

We are pleased to announce that **NYK188** has been named DOTM!

If you are in our NHA chapter you certainly recognize his ID. He has been a steady and reliable presence since 2011.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

In This Issue

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 - Albuquerque, NM
- New Alert Types
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Seem somewhat short?
We need YOUR input
and photos.

Pop Quiz - What Would You Do?

-Test your dispatching powers

EMS is dispatched to a medical emergency with two patients feeling ill. On arrival, they request the fire department assist to investigate for a possible gas leak because two people are showing flu-like symptoms. How would this be paged out?



- A) Hazmat because the ambulance crew thinks there is carbon monoxide in the home.
- B) Special because the situation is unique and worthy of being paged.
- C) Mass Casualty because there are multiple patients.
- D) We don't page out routine medical calls.

Top 8 IPN Chapters

-Be Part of the Great 8!

Based on the positive feedback from our members, we are going to expand our monthly stats report from the top three to what will now be known as the Great 8. The numbers from each state reflects all chapters within that state. Here are your numbers for January 2015. Thanks to everyone who contributed.

1 - CALIFORNIA	2501	5 - MASSACHUSETTS	1269
2 - NEW YORK	2184	6 - PENNSYLVANIA	1155
3 - FLORIDA	1910	7 - OHIO	865
4 - NEW JERSEY	1493	8 - ILLINOIS	814

Do you think your chapter has what it takes to be in the Great 8? Contact your support team to add Damage Alerts or to ask about how to monitor additional areas.

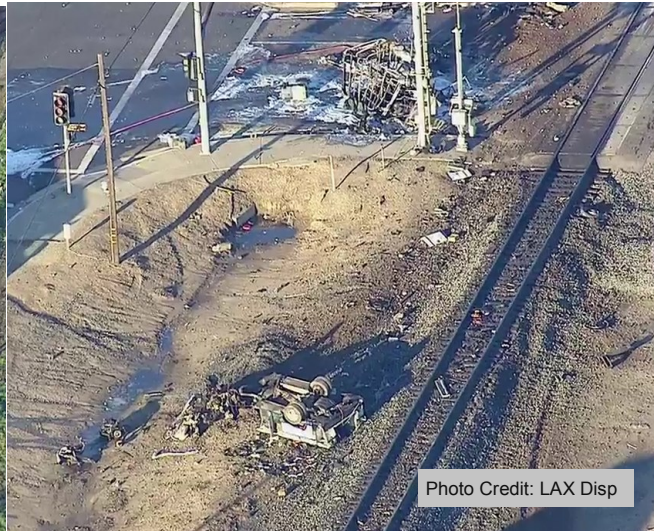


Photo Credit: LAX Disp

02-24-2015 06:25 | Oxnard| Major Accident| C5| E 5th St & S Rice Ave|VCFD w/ OFD o/s of an Auto vs Train. Vehicle on fire, reported fatality.| LAX289

02-24-2015 06:33 | Oxnard| Train Derailment| C5| E 5th St & S Rice Ave|VCFD w/ OFD o/s of an MVA. Metrolink train w/ 5 cars derailed. MCI incident. 7 Amb o/s| LAX289

02-24-2015 06:54 | Oxnard| Train Derailment| C5| E 5th St & S Rice Ave|U/D: 4 Metrolink passenger cars. (3 on side & 1 upright) all derailed. 10 Amb o/s. Numerous injury| LAX289

Feed Review

-Albuquerque, New Mexico

The Albuquerque Fire Department is a paid municipal department, comprised of 700 uniformed personnel, serving a jurisdiction of more than 182 square miles and, an estimated metropolitan population of 901,700 (2012 US Census). Albuquerque's metropolitan area has a total population of 1,146,049 according to the 2010 Census.



AFD operates twenty-two engine companies, seven ladder companies, and three Squads. Heavy Rescue services are provided by Squad 2. Hazmat duties fall on Squads 1 & 3. There are also transport-capable rescue units that provide advanced life support to the community. Most transports, however, are done by private contracted ambulances. Albuquerque and Bernalillo County both use Albuquerque Ambulance Service (AAS) as their transport units, AKA "55". "Fifty-five" is short for 10-55 which is Albuquerque PD's 10-code for "Ambulance". AAS is a service run by the Presbyterian Hospital in Albuquerque. In addition to their specific assigned jurisdiction, stations whose boundaries border the city's periphery also respond as part of the Kirtland Air Force Base and Bernalillo County Fire Department mutual aid agreement.

Our friends at Broadcastify.com host a crisp, clear feed of the AFD. Their dispatch office is called "The Alarm Room" which is a fairly unique but cool sounding term. The majority of their work, like much of the fire service are EMS responses and car accidents. Albuquerque is the newest Pulsepoint App city. They came online February 5th. It is live but they are still trying to work the kinks out. The in-App feed seems to be unavailable so you need to use Broadcastify.com - Some of the calls seem to post on Pulsepoint delayed but we are sure that will all be resolved shortly.

** Thank you to NM010 for his assistance with this article.

New Alert Categories

-Transit Delay & Damage Alerts



Effective March 1, 2015, IPN will add a "Transit Delay" category. This comes after a dispatcher suggestion during a recent town hall meeting. The Transit Delay will be used to alert subscribers of any incident involving passenger trains that do not already meet other criteria. Think of it as a traffic advisory for local mass-transit or Amtrak. A full description is available online by going to our [category definitions page](#). As with anything new, we expect there to be questions and updates, please contact support with your feedback. As of this newsletter, the incident category should already be available to you.

Many dispatchers have also already contacted us to add the damage alerts to their profile and have quickly seen a jump in their points as more incidents meet these new criteria. Please take a moment to ask yourself if you would benefit too.

These alerts (Smoke Damage, Water Damage, and Structure Damage) were created at the request of subscribers that follow-up on incidents like this for their business. These alerts are only enabled on those specific profiles so you won't see them come across your phone (but you will see them in the queue). Dispatchers that want to send these types of alerts should send a request to support@incidentpage.net



These are alerts that do not fit other IPN categories but have some component of property damage (unattended food on the stove, flooding inside a business or residence, structural collapse).

Public Safety Humor

-Isn't that profiling?



Do regular dogs see police dogs and think "Oh shit, it's the cops!"

Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

1900 Weld Blvd, Suite 105
El Cajon, CA 92020

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Past Newsletters

Did you know that you can still access our past newsletters online?

Click here for the month you want to review again:

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[FEBRUARY 2015](#)



Rewards

Some of you have been very patient with us in receiving your reward items. We apologize for these delays and are working with our vendors to improve the process. We appreciate your cooperation and welcome all input. YOU are our #1 priority and always will be.

Pop Quiz Answer: The correct answer is D, there is no confirmation of Carbon Monoxide poisoning and this is nothing more than two patients who were sick.

Did you know our pop-quizzes come from actual IPN alerts flagged by our QA team?

Don't forget to follow us on Facebook and join the [IPN Dispatcher facebook page](#). Look for prizes, raffles, and give-aways exclusively there. The more you share, the better the prizes!